(c) whether Government made a firm mind of doing away with this long standing nefarious practice possible with the connivance of Railway officials; and

(d) if so, what measures are being taken and how long will *it* take?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH): (a) No, Sir. There is no report of Mafia interference with the Railway Administration in loading of coal. Loading at colliery sidings is done under the supervision of the officials of the coal companies. There is no control of the Railways. On completion of loading, rakes are drawn out from sidings with appropriate documents,

(b) No, Sir.

(c) and (d) Do not arise.

Appointment of officers for providing help to the pilgrims

760. PROF. RAM GOPAL YADAV:
SHRI RAMA SHANKER KAUSHIK:

Will the Minister of RAILWAYS be pleased to state:

(a) whether railway employees and officers of Haridwar who have been appointed for providing help, security and guidance to passengers, are harassing and misbehaving with the pilgrims reaching at Haridwar (U.P.) pilgrims centre;

(b) whether Railways have made any arrangement to monitor the behaviour of such officers and employees with pilgrims and to take immediate action at the spot; and

(c) if so, the details thereof; if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH): (a) to (c) Public Complaints-cum-Suggestion Books are available at all stations including Haridwar. During the last one year, one complaint has been received against a ticket checking staff for harassing a group of passengers travelling from Haridwar to Vadodara. The complaint was

investigated and severe punishment has been awarded besides transferring the staff found responsible. For redressal of grievances, the passenger can approach the Station Superintendent and Dy. Station Superintendent/Station Master, who are available at Haridwar station.

Renewal contract for book/catering/vending stalls in Northern Railway

761. SHRI NAGENDRA NATH OJHA: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the period of a number of bookstalls and catering/vending stall contracts has expired and has not been renewed for the last two years on Allahabad, Delhi, Ambala and Ferozepur Divisions of Northern Railway; and

(b) if so, what are the detailed reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH): (a) Yes, Sir.

(b) Bookstall and catering/vending licences are renewed after completion of the agreement period subject to satisfactory performance of the licensees and screening is done by a committee of officers at divisional level. However, some backlog was created due to review of licence fee and catering policy. Screening for renewal of these cases is in progress.

Production of Brake Blocks in Dahod

762. SHRI BACHANI LEKHRAJ: Will the Minister of RAILWAYS be pleased to state:

(a) the production of Brake Blocks in Dahod and other workshops on 'Western Railways;

(b) the rate of Brake Blocks on which these are being supplied to Western Railways;

(c) whether Dahod and other workshops are not able to fully meet the demand;